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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/617,486	07/11/2003	Philip T. Kortum	064198.0168	2837
31625	7590	04/06/2006	[REDACTED]	[REDACTED] EXAMINER
BAKER BOTTS L.L.P. PATENT DEPARTMENT 98 SAN JACINTO BLVD., SUITE 1500 AUSTIN, TX 78701-4039			TIEU, BENNY QUOC	[REDACTED]
			ART UNIT	PAPER NUMBER
			2614	

DATE MAILED: 04/06/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	10/617,486	KORTUM ET AL.
	Examiner Benny Q. Tieu	Art Unit 2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
 Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 11 July 2003.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-19 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-19 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
 Paper No(s)/Mail Date _____
- 4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____
- 5) Notice of Informal Patent Application (PTO-152)
- 6) Other: _____

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

2. Claims 1-19 are rejected under 35 U.S.C. 102(b) as being anticipated by Costantini et al. (U.S. Patent No. 5,506,898).

Regarding claims 1-14, Costantini et al. teach a method an improved estimated waiting time arrangement for a queue of items--such as calls, people, orders, etc.--or for an individual item (Fig. 1, 11) that is about to be or has been enqueued, derives a more accurate estimate of how long an item would or will have to wait in a particular queue before being serviced, by using an approximate (e.g., average) rate of advance of items through positions of the particular queue. The arrangement may periodically be called upon to update the waiting time estimate while the item is in queue, in order to give the individual updated accurate estimated waiting time announcements (column 2, lines 3-32).

It should be noted that it is inherently when there is no available agents (reads on “resources are not available), the call is placed on hold and when there is an available agent, the call is routed to the agent (reads on “continuing to process the call”).

Further, Costantini et al. teach that a wait-time update to a call is announce to the caller until the call will be serviced (column 5, lines 5-9).

It should be noted that the estimated waiting time is different every time a new incoming call is enqueued, and/or there is a new number of agents, the announcements to the caller will be different each time. This will involve in recalculating the expected waiting time and hence modifying the audio waiting time indicator which provides to the callers based on the recalculating.

Regarding claims 15-19, the limitations of the claims are rejected for the same reasons as set forth in the rejection of claims 1-14 above where the above method is implement by an automated call center for processing customer call.

Conclusion

3. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Lee (U.S. Patent No. 4,788,715) teaches an announcing waiting times in queuing systems. Bondarenko et al. (U.S. Patent No. 6,724,764) teach a method and apparatus for providing estimated response-wait-time displays for data network based inquiries to a communication center. Lieberman et al. (U.S. Patent No. 6,728,363) teach a determining expected call waiting time in a call center queue. Anisimov et al. (U.S. Patent Application Publication No. 2003/0043832) teach a method for predicting and managing call load by determining the optimum frequency of outbound call generation during an out-bound calling campaign from a call center. Brown et al. (U.S. Patent Application Publication No. 2003/0108187) teach a hold queue wait estimations.

4. Any response to this action should be mailed to:

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Or faxed to:

(571) 273-8300, (for formal communications intended for entry)

Or:

(571) 273-7490, (for informal or draft communications, please label
"PROPOSED" or "DRAFT")

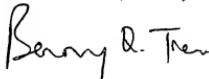
Hand-delivered responses should be brought to:

Customer Service Window
Randolph Building
401 Dulany Street
Alexandria, VA 22314

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benny Q. Tieu whose telephone number is (571) 272-7490. The examiner can normally be reached on Monday-Friday: 6:30AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wing Chan can be reached on 571-272-749388. The fax phone number for the organization where this application or proceeding is assigned is 571-272-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



Benny Q. Tieu
Primary Examiner
Art Unit 2614
April 3, 2006